



STUDENT LIFE COMMITTEE

March 3, 2021

Online Meeting: <https://cerritos-edu.zoom.us/j/91496544820?pwd=RkNjdjdOYmF5Q3BZS1JtcE5SQ1ZOUT09&from=addon>

Phone Access: Or Telephone: 669 900 6833; Meeting ID: 914 9654 4820; Password: 108966

1:00 PM

Student Life Committee Goals 2021-2022

1. Complete a review of the Commencement experience to explore the most meaningful experiences for students. (Goal A: Strengthening the culture of completion)
2. Initiate a review of AP5530 Student Rights & Grievances, focusing on updating the general grievance section. (Goal F: Enhancing organizational effectiveness)
3. Finalize review and implementation of revisions to AP5520 Student Discipline Procedures. (Goal A: Strengthening the culture of completion)

MINUTES

1. Welcome: Introductions & Roll Call

Member Role (*denotes Ex-Officio Member)	21-22 Member	Present - P; Absent - A; Vacant - V
Dean of Student Services	Elizabeth Miller	P
VP of Student Services	Dilcie Perez	P
Coord. of Student Conduct	Cynthia Lavarriere	P
Student Activities Coordinator	Amna Jara	P
ACCME rep 1	Maria Castro	A
ACCME rep 2	Debra Ward	P
Faculty rep 1 (instructional)	Brooke Hanniff	P
Faculty rep 2 (student services)	Nellie Hernandez-Garcia	P
Confidential Rep	Edith Finney	A
CSEA rep 1	Nikki Jones	P
CSEA rep 2	Maria Isai	P
ASCC Director of Student Services	Mohammad Naqvi	P
ASCC student representative	Thamir Kazwini	P
Bookstore Manager*	Brianne Freeman	P
Associate Dean of Student Health*	Hillary Mennella	P
Dean of SAS, or designee*	Elizabeth Page	P
Chief of Campus Police*	Don Mueller	P
Facilities representative*	Juan Carlos Serna	A
Quorum: Fall - 6; Spring - 9	ATTENDANCE	14

Guest(s): Kathleen Otero

2. Information & Discussion: 2022 Commencement

- The committee will discuss plans for the in-person 2022 ceremony, and receive updates on the following:
 1. Survey/Invite to class of 2020 updates
 - a. 106 responses of 2020 graduates wishing to participate.
 - a. 50/50 Friday and Saturday ceremony

2. Student Speaker Application Process/App: <https://tinyurl.com/FalconGradSpeaker22>

- a. Marketing recruitment: Emailed out to students, posted on Commencement webpage, shared on socials, sent to Forensics faculty to share with students
- b. Hoping to have applicants upload a 3 minute audition video to a dropbox
- c. Goal for committee members to select speaker by the April 7th Student Life meeting
 - a. Dr. Miller reviewed the scoring rubric (1-10) used for past applicants. New scoring suggestions offered.
 - Delivery
 - Vocal variety
 - Eye contact
 - Stage presence
 - Professional impression
 - Speech Content
 - On topic - graduation speech: encouraging, inspirational
 - Relatable and appropriate to audience – graduates, families/supporters
 - Organization
 - Stays on topic throughout
 - Speech progress (start, middle, end, i.e. no ‘rambling’)
 - Time management
 - Use of transitions

3. Guest tickets

- a. We will start with 6 guest tickets per graduate.

4. Communication to campus updates

- a. Dr. Miller will be sending email communication to Faculty regarding commencement.
 - a. Will get info posted to website as well.

5. Other commencement details

- a. Event day: Faculty- check in with procession in OR be staged on the field before the ceremony starts, no procession.
- b. April-Committee will further discuss the procession details.

3. Discussion Item: Revisions to [AP 5530 Student Rights & Grievances](#)

- Dr. Miller presented the committee with the draft of AP5530 and shared the suggested changes to the existing grievance policy and procedure.

4. Cerritos College Food Court, Vending, & Bookstore Services

- Bookstore: Starting March 7th hours are 9am-4pm Monday-Thursday, however Bookstore closed during spring break.
- Food Services hours: 9-3pm Monday-Thursday

5. Announcements

- *The members of the Student Life Committee will share updates from their respective areas*
- *Next Student Life Committee Meeting is Thursday, April 7, 2022 at 1:00 PM.*

6. Adjourn – 2:10 p.m.



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AGENDA

1. Welcome: Introductions & Roll Call

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CSEA rep 2	Maria Isai
Confidential rep	Edith Finney
ASCC Director of Student Services or designee	Mohammad Naqvi
ASCC student representative	Thamir Kazwini

Ex-Officio Members	21-22 Member
Bookstore Manager	Brianne Freeman
Associate Dean of Student Health	Hillary Mennella
Dean of SAWS, or designee	Liz Page/Chris
Chief of Campus Police	Don Mueller
Facilities representative	Carlos Serna
Quorum: Fall - 6; Spring - 9	

2. Information & Discussion: 2022 Commencement

- The committee will discuss plans for the in-person 2022 ceremony, and receive updates on the following:
 1. Survey/Invite to class of 2020 updates
 2. Student Speaker Application Process/App: <https://tinyurl.com/FalconGradSpeaker22>
 3. Guest tickets
 4. Communication to campus updates

3. Discussion Item: Revisions to [AP 5530 Student Rights & Grievances](#)

- The committee will review a draft of AP5530, and take action on approving it so that it can move forward to review by shared governance groups.

4. Cerritos College Food Court, Vending, & Bookstore Services

- The committee will have the opportunity to provide feedback/updates related to vending/bookstore items.

5. Announcements

- The members of the Student Life Committee will share updates from their respective areas
- Next Student Life Committee Meeting is Thursday, April 7, 2022 at 1:00 PM.

6. Adjourn – 2:00 p.m.

Student Services

1 AP 5530 STUDENT RIGHTS AND GRIEVANCES

2 References:

- 3 Education Code, Section 76224(a);
- 4 Title IX, Education Amendments of 1972;
- 5 34 Code of Federal Regulations Parts 106.1 et seq.;
- 6 Sections 504 and 508 of the Rehabilitation Act of 1973;
- 7 Americans with Disabilities Act of 1990;
- 8 ACCJC Accreditation Eligibility Requirement 20;
- 9 ACCJC Accreditation Standard IV.D.

10 Note: Complaints under Section 504, Section 508, and/or the Americans with Disabilities
11 Act are to be made to the Section 504/508/ADA Coordinator in the **Student Accessibility**
12 **Services** ~~Disabled—Student—Programs—and—Services—~~Office or to the
13 Diversity/Compliance/Title IX Officer in the Human Resources Office. Complaints of
14 sexual harassment and other illegal discrimination are to be made to the
15 Diversity/Compliance/Title IX Officer in the Human Resources Office or the Vice President
16 of Human Resources.

17 If a student files a grievance under this procedure that includes an allegation of unlawful
18 discrimination, including harassment or retaliation, the grievance, or portion of the
19 grievance, will immediately be referred to (i) the Diversity/Compliance/Title IX Officer or
20 to the Vice President of Human Resources or designee per AP 3435, "Intake and
21 Processing of the Complaint," or to (ii) the Cerritos College Section 504/ADA Coordinator
22 per Administrative Procedure 3412, for attempted informal resolution or investigation.

23 STUDENT GRIEVANCE PROCEDURES

24 ~~A student of the College may address grievances as applied to and regarding academic,~~
25 ~~administrative, and instructional matters relating to students, and including, but not limited~~
26 ~~to, any grievance dealing with any academic or management employee of the District.~~

27 ~~A grievance shall herein be defined as any act depriving a student of any of the rights set~~
28 ~~forth in the statement of "Student Rights and Responsibility," or any state, federal, or local~~
29 ~~codes.—Grades and grading grievances are addressed within this administrative~~
30 ~~procedure. Student should refer to "Student Grade Grievance Procedure."~~

31
32 Purposes and Definitions

33 The purpose of this procedure is to provide a prompt and equitable means of resolving
34 student grievances.
35
36

37 **College Grievance Officer** – The Dean of Student services or designed
38 representative of the Dean of Student Services.

39
40 **Grievance:** A claim by any student who reasonably believes a college decision or
41 action has adversely affected their status, rights, or privileges as a student.

42
43 **Grievant** – A student who has filed a Grievance.

44
45 **Party** – The student or any persons claimed to have been responsible for the
46 student's alleged Grievance, together with their representatives. "Party" shall not
47 include the Grievance Hearing Committee or the College Grievance Officer.

48
49 **Superintendent/President** – The Superintendent/President or a designated
50 representative of the Superintendent/President.

51
52 **Student** – A currently enrolled student, a person who has filed an application for
53 admission to the college, or a former student. A Grievance by an applicant shall
54 be limited to a complaint regarding denial of admission. Former students shall be
55 limited to Grievances relating to course grades to the extent permitted by
56 Education Code Section 76224 subdivision (a).

57
58 **Respondent** – Any person the Grievant claims to be responsible for the alleged
59 Grievance.

60
61 **Instructional Day** - Any day Monday through Friday that all normal college
62 business is conducted, both in the classroom and in the administrative offices.
63 All weekend days and college holidays are excluded.

64
65 A Grievance includes, but is not limited to, claims regarding:

- 66 • The exercise of rights of free expression protected by state and federal
67 constitutions and Education Code Section 76120.
- 68 • Any act depriving a student of any of the rights set forth in the statement of "Student
69 Rights and Responsibility," or any state, federal, or local codes.
- 70 • Course grades, to the extent permitted by Education Code Section 76224
71 subdivision (a), which provides: "When grades are given for any course of
72 instruction taught in a community college district, the grade given to each student
73 shall be the grade determined by the instructor of the course and the determination
74 of the student's grade by the instructor, in the absence of mistake, fraud, bad faith,
75 or incompetency, shall be final." "Mistake" may include, but is not limited to errors
76 made by an instructor in calculating a student's grade and clerical errors;

77
78 ~~The determination of whether the Statement of Grievance presents sufficient grounds for~~
79 ~~a hearing shall be based on the following:~~

Grievances will only be heard when:

- 80 • The statement contains facts which, if true, would constitute a grievance under
81 these procedures;

- 82 • The grievant is a student, which include applicants and former students;
- 83 • The grievant is personally and directly affected by the alleged grievance;
- 84 • The grievance was filed in a timely manner;
- 85 • The grievance is not clearly frivolous, clearly without foundation, or clearly filed for
- 86 purposes of harassment.
- There is a remedy which is within the authority of the District to grant; and
- There is no other prescribed administrative channel for due process.

87 The following allegations or issues will not be heard under this procedure:

- 88 • Student disciplinary actions, which are covered under separate board policies
- 89 and administrative procedures.
- 90 • Police, traffic, or parking citations (i.e. "tickets"); complaints about citations must
- 91 be directed to the County Courthouse in the same way as any violation.
- 92 • The evaluation of the professional competence or job performance of an
- 93 employee.
- 94 • Discipline of employees.
- 95 • Matters for which there is another prescribed administrative channel for due
- 96 process; and
- 97 • Criminal acts or civil damages.

98
99 **GRIEVANCE PROCEDURE (EXCEPT GRADES AND GRADING, SEXUAL**
100 **HARASSMENT, AND OTHER ILLEGAL DISCRIMINATION):**

101 **STEP I - INFORMAL ACTION**

- 102 A. The student with a grievance shall first attempt to resolve the matter by informal
- 103 discussion with the employee(s) involved.
- 104 B. If the problem is not resolved in step I-A, the student shall then attempt to resolve
- 105 the matter by informal discussion with the person at the lowest level of supervisory
- 106 authority for the person or department with whom there is a complaint. The Student
- 107 may ask for advisory support from the ASCC Chief Justice or designee to
- 108 participate in this informal discussion. The ASCC Chief Justice or designee's role
- 109 is to assist in resolution of the complaint, and they shall remain neutral on all issues
- 110 involved. This informal meeting and discussion is intended to include the levels of
- 111 management or administration concerned with the problem.
- 112 C. If the grievant still believes the issue has not been resolved satisfactorily after Step
- 113 I-B, a student Statement of Grievance Form may be obtained from the Office of
- 114 Student Conduct and Grievances website. ~~After completion of the Form, On the~~
- 115 ~~Form the Grievant must specifying the time, place, nature of the complaint and~~
- 116 ~~remedy or correction requested, as allowed under the 'Purposes and Definitions'~~
- 117 ~~section of this Procedure., it should be submitted to the Coordinator of Student~~
- 118 ~~Conduct and Grievance who will send a copy of the written statement to the ASCC~~
- 119 ~~Supreme Court Chief Justice and the Vice President of Academic Affairs. This~~
- 120 ~~Form statement~~ must be submitted within 30 instructional days after the grievant

121 has become aware of the act or condition on which the complaint is based. An
122 instructional day is defined as any day Monday through Friday that all normal
123 college business is conducted, both in the classroom and administrative offices.
124 All weekend days and college holidays are excluded.

125
126 D. The College Grievance Officer will meet with the student to advise them of their
127 rights and responsibilities under these procedures. The student must schedule
128 and meet with the College Grievance Officer within 10 instructional days of
129 submitting the form.

130 ~~D. The ASCC Chief Justice or Court designee shall attempt to resolve the problem~~
131 ~~through informal meeting and discussion among the pertinent parties while~~
132 ~~remaining neutral on all issues involved. This informal meeting and discussion is~~
133 ~~intended to include the levels of management or administration concerned with the~~
134 ~~problem and should be completed within ten instructional days, as such days are~~
135 ~~defined herein. In the event the informal procedure fails, the formal procedure may~~
136 ~~be implemented.~~

137
138 E. The College Grievance Officer will review the Grievance Form. If the grievance
139 does not meet the requirements under 'Purposes and Definitions', the College
140 Grievance Officer, in consultation with the ~~or~~ ASCC Chief Justice or designee, shall
141 notify the student in writing of the rejection of the request for a Grievance
142 Form ~~hearing~~, together with the specific reasons for the rejection and the
143 procedures for appeal. This notice will be provided within 10 instructional days of
144 the meeting between the Grievant and the College Grievance Officer (Step I-D).
145

146 STEP II - FORMAL ACTION

147 A. PRELIMINARY STEPS

If the grievance meets the requirements under 'Purposes and Definitions', and Steps I-A, I-B, I-C, and I-D were completed in the timeframe provided within, the College Grievance Officer shall schedule a Grievance Hearing. The College Grievance Officer is responsible for setting the Grievance Hearing date and notifying the appropriate bodies in writing of the need to appoint members to the Grievance Hearing committee. The hearing must commence within 15 instructional days of the meeting between the Grievant and the College Grievance Officer (Step I-D). All Parties to the Grievance shall be given not less than 5 instructional days' notice of the date, time and place of the hearing.

~~If the grievant does not believe the grievance has been resolved, the grievant may request Step II-Formal Action through the ASCC Chief Justice. The Chief Justice upon receiving the request of the grievant shall call a meeting of the Student Grievance Hearing Committee.~~

The Hearing Committee will be composed in the following manner:

- 148 • College Grievance Officer, Chair (non-voting)

- 149 • ASCC Chief Justice or designee and ~~two~~ **one** Court Justices or designees,
- 150 ~~• the Vice President of Academic Affairs or administrative designee;~~
- 151 • Two faculty appointments made by the Faculty Senate (one from the
- 152 organizational area and one outside of the organizational area in which the
- 153 grievance has been made), **or** for non-academic grievances, two classified
- 154 appointments made by CSEA (one from the organizational area and one outside
- 155 of the organizational area in which the grievance has been made);
- 156 • Dean of Academic Affairs & Strategic Initiatives or designee for academic
- 157 grievances; **or** one Student Services administrator (designated by the Vice
- 158 President of Student Services) for all other grievances.
- 159 ~~• The Faculty Senate President or Senate designee, and~~
- 160 ~~• one Faculty Senate member, chosen by the Faculty Senate.~~

161 ~~If replaced per section II.A.5. herein, the ASCC Chief Justice or designee or Court~~
162 ~~Justices or designees substitute(s) shall be appointed by the ASCC Court.~~

163 A Grievance Hearing Committee shall be constituted in accordance with the following:

- 164 • No person shall serve as a member of a Grievance Hearing Committee if that
- 165 person has been personally involved in any matter giving rise to the Grievance,
- 166 has made any statement on the matters at issue, or could otherwise not act in a
- 167 neutral manner. Any Party to the Grievance may challenge for cause any member
- 168 of the hearing committee prior to the beginning of the hearing by addressing a
- 169 challenge to the ~~Hearing Committee Chair,~~ **College Grievance Officer** who shall
- 170 determine whether cause for disqualification has been shown. If the ~~Hearing~~
- 171 ~~Committee Chair~~ **College Grievance Officer** feels that sufficient ground for removal
- 172 of a member of the committee has been presented, the ~~Hearing Committee Chair~~
- 173 **College Grievance Officer** shall remove the challenged member or members and
- 174 request a substitute from the original appointing constituent group. **This**
- 175 **determination is subject to appeal as defined below.**
- 176 • The College Grievance Officer shall sit with the Grievance Hearing Committee but
- 177 shall not serve as a member nor vote. The College Grievance Officer shall
- 178 coordinate all scheduling of hearings, shall serve to assist all Parties and the
- 179 Hearing Committee to facilitate a full, fair, and efficient resolution of the Grievance,
- 180 and shall avoid an adversary role.
- 181 • A resource person from the Office of Student Conduct and Grievances will be
- 182 present to assist with administrative support of the Hearing.

183 2. ~~The Chief Justice or designee shall serve as the Hearing Committee Chair, but shall~~
184 ~~have no vote in committee decisions. The five voting members of the Hearing~~
185 ~~Committee may be selected within the first six weeks of the academic year. Names~~
186 ~~selected by the Faculty Senate are to be submitted to the Chief Justice. Members~~
187 ~~of the Committee are to serve for an academic year.~~

188 3. ~~The Vice President of Academic Affairs or administrative designee shall serve as~~
189 ~~Hearing Committee Executive Secretary. The Executive Secretary, a voting~~
190 ~~member of the committee, shall be responsible for keeping necessary records of~~

191 ~~committee hearings and assist the ASCC Chief Justice in the conduct of the~~
192 ~~hearing.~~

193 ~~4. Grievance Committee members are to deal with all grievances in a confidential~~
194 ~~manner, except when both parties agree to a public hearing or otherwise required~~
195 ~~by law.~~

196 ~~5. No person shall serve as a member of a Hearing Committee if that person has been~~
197 ~~personally involved in any matter giving rise to the grievance, has made any~~
198 ~~statement on the matters at issue, or could otherwise not act in a neutral manner.~~
199 ~~Any party to the grievance may challenge for cause any member of the hearing~~
200 ~~committee prior to the beginning of the hearing by addressing a challenge to the~~
201 ~~Hearing Committee Chair, who shall determine whether cause for disqualification~~
202 ~~has been shown. If the Hearing Committee Chair determines that sufficient~~
203 ~~grounds for removal of a member of the committee have been presented, the~~
204 ~~Hearing Committee Chair shall remove the challenged member or members and~~
205 ~~request a substitute from the original appointing constituent group.~~

206 **B. FORMAL HEARING**

207 ~~The Hearing Committee shall conduct its proceedings according to the following~~
208 ~~procedures:~~

209 **Hearing Procedure**

210 1. The decision of the Grievance Hearing Committee chair shall be final on all matters
211 relating to the conduct of the hearing unless there is a vote of a majority of the
212 other members of the panel to the contrary.

213
214 2. The College Grievance Officer will provide members of the Grievance Hearing
215 Committee with a copy of the Grievance, any written response provided by the
216 Respondent, a copy of the Statement of Student Rights and Responsibilities, and
217 copy of the Grievance Procedure before the hearing begins.

218
219 ~~3. The Hearing Committee must meet within 15 instructional days after informal action has~~
220 ~~been completed and the grievant has requested a formal hearing.~~

221 ~~2. The Chair must notify the parties involved within five instructional days before the~~
222 ~~hearing of the date, time, and location of the hearing and must include a copy of~~
223 ~~the written complaint, a copy of the Statement of Student Rights and~~
224 ~~Responsibilities, and copy of the Grievance Procedure.~~

225 ~~3. Four members shall constitute a quorum by which Hearing Committee business~~
226 ~~may proceed. The quorum must include at least one student member, one faculty~~
227 ~~member, and one administrative member.~~

228 ~~4. The members of the Hearing Committee shall be provided with a copy of the~~
229 ~~grievance and any written response provided by the respondent before the hearing~~
230 ~~begins.~~

231 3. Both parties shall have the right to present personal statements, testimony,
232 evidence, and witnesses. Formal rules of evidence shall not apply. Any relevant
233 evidence shall be admitted. Unless the Grievance Hearing Committee determines
234 to proceed otherwise, each party to the grievance shall be permitted to make an
235 opening statement. Thereafter, the grievant or grievants shall make the first
236 presentation, followed by the respondent or respondents. The grievant(s) may
237 present rebuttal evidence after the respondent(s)' evidence. The burden shall be
238 on the grievant or grievants to prove by substantial evidence that the facts alleged
239 are true and that a Grievance has been established as specified above.

240 4. Each Party to the Grievance may represent himself/herself/themself, and may also
241 have the right to be represented by a person of his/her/their choice; except that a
242 Party shall not be represented by an attorney unless, in the judgment of the
243 Grievance Hearing Committee, complex legal issues are involved. If a Party
244 wishes to be represented by an attorney, a request must be presented not less
245 than 10 instructional days prior to the date of the hearing. If one Party is permitted

246 to be represented by an attorney, any other Party shall have the right to be
247 represented by an attorney. The hearing committee may also request legal
248 assistance through the Business Services Office. Any legal advisor provided to
249 the hearing committee may sit with it in an advisory capacity to provide legal
250 counsel but shall not be a member of the panel nor vote with it.

251
252 ~~Each party shall have the right to be present, to be accompanied by the person of~~
253 ~~his or her their choice (who may not participate in the hearing), and to question~~
254 ~~witnesses who are present.~~

255 5. In a closed hearing, witnesses shall not be present at the hearing when not
256 testifying, unless all parties and the committee agree to the contrary.

257 6. Hearings shall be closed and confidential unless all Parties request that it be open
258 to the public. Any such request must be made no less than 10 instructional days
259 prior to the date of the hearing.

260
261 7. The hearing shall be recorded by the ~~Coordinator~~ Office of Student Conduct and
262 Grievances resource person, either by audio recording or stenographic recording,
263 and shall be the only recording made. No witness who refuses to be recorded may
264 be permitted to give testimony. The audio or stenographic recording shall remain
265 in the custody of the District, at all times, unless released to a professional
266 transcribing service. Any recognized party to the grievance may request a copy of
267 the recording.

268 8. The ~~Hearing Committee Chair~~ College Grievance Officer shall, at the beginning of
269 the hearing, ask each person present to identify themselves by name, and
270 thereafter shall ask witnesses to identify themselves by name.

271
272 9. The Grievance Hearing Committee shall discuss the stated grievance(s), hear
273 testimony, examine witnesses, and receive all available evidence to the ~~charge~~
274 ~~allegations.~~

275 ~~10. The hearing shall be closed to the public unless otherwise agreed upon in~~
276 ~~writing by both parties.~~

277 10. All witnesses must testify under oath; the College Grievance Officer will administer
278 the oath. The Grievance Hearing Committee will only admit written statements of
279 witnesses under penalty of perjury if the witness is unavailable to testify. A witness
280 who refuses to be tape-recorded shall be considered to be unavailable.

281
282 11. The Hearing Committee shall make decisions in private. Within 10 instructional
283 days following the close of the hearing, the Grievance Hearing Committee shall
284 prepare and send to all Parties a written decision. The decision shall include
285 specific factual findings regarding the Grievance and shall include specific
286 conclusions regarding whether the hearing established a Grievance as defined
287 above. The decision shall also include a specific recommendation regarding the

288 relief for the Grievant, if any. The Grievance Hearing Committee will base its
289 decision only on the record of the hearing, and not on matter outside of that record.
290 The record consists of the original Grievance, any written response, and the oral
291 and written evidence produced at the hearing. ~~The Hearing Committee shall write
292 up findings and decisions. Copies of findings and decisions, including majority and
293 minority reports, are to be sent to each party and the appropriate Vice President.
294 The Hearing Committee's decision(s) shall be final unless appealed.~~

295 12. A recording of the proceedings shall be kept in a confidential file in the Office of
296 Student Conduct and Grievance and shall be available at all times to parties
297 directly involved. All documents, communications, and records dealing with the
298 processing of a grievance will be filed separately from the personnel files of the
299 participants. After a period of four years, the grievance file shall be destroyed.

300 13. Reprisals of any kind will not be taken by the District or any of its agents against
301 any party of interest or any other participant in the grievance procedure by reason
302 of such participation.

303 14. Evidence and testimony given in each case presented shall not be the sole cause
304 of initiating or filing further grievances.

305 15. If the grievant does not act within the time limits provided herein, the ability to
306 proceed with the grievance shall be terminated and no further action will be taken.

307 ~~16. The number of instructional days indicated at each step herein should be
308 considered a maximum and every effort must be made to expedite the process.
309 Time limits may be extended by mutual consent in writing or by decision of the
310 Hearing Committee.~~

311 ~~17. The Hearing Committee should attempt to reach a decision by discussion and
312 consensus on a workable solution. Voting should be a last course of action.~~

313 ~~18. If in the course of the proceedings a student graduates before a solution is found,
314 the student shall not be denied full consideration under this policy. A student may
315 also submit a grievance after graduation if the grievance did not become known
316 until that time. However, it must be submitted within 30 instructional days after the
317 grievant should have reasonably become aware of the act or condition on which
318 the complaint is based.~~

319 **APPEALS PROCESS**

320 If either party is dissatisfied with the decision of the Grievance Hearing Committee, an
321 appeal may be submitted to the Board of Trustees, via the Office of the President. The
322 appeal must be submitted within ten instructional days of the Grievance Hearing
323 Committee's decision. The Board may review an appeal for two consecutive regular
324 Board meetings during closed session, and if needed, request persons involved in the

325 grievance to appear before making a final determination of the matter at the District
326 level. Following final determination, the outcome will be recorded in the Board minutes
327 and notice provided to all parties in writing from the Office of the President within ten
328 instructional days.

329 ~~1. If a party wishes to formally appeal a recommendation of the Grievance Hearing~~
330 ~~Committee, an appeal must be submitted within ten instructional days to the~~
331 ~~appropriate Vice President, provided the appropriate Vice President is not a direct~~
332 ~~party to the grievance. If the appropriate Vice President is a direct party to the~~
333 ~~grievance, and either party is dissatisfied with the recommendation of the Hearing~~
334 ~~Committee, an appeal may be submitted to a Vice President/Assistant~~
335 ~~Superintendent not a direct party to the grievance.~~

336 ~~2. Upon receiving the findings and recommendations of the Hearing Committee, and~~
337 ~~after examination of the appeal as requested by either party, the appropriate Vice~~
338 ~~President or alternate may accept or reject the Hearing Committee's decision.~~

339 ~~3. If the appropriate Vice President or alternate rejects the Hearing Committee's~~
340 ~~decision, he or she shall submit his or her decision with the stated reasons for~~
341 ~~objections to the Hearing Committee within ten instructional days. The Hearing~~
342 ~~Committee shall within ten instructional days reconsider its decision(s) and submit~~
343 ~~its decisions to the appropriate Vice President for a final decision.~~

344 ~~4. The appropriate Vice President shall transmit his or her final decision to the parties~~
345 ~~within ten instructional days.~~

346 ~~5. An appeal of the appropriate Vice President's decision may be submitted to the~~
347 ~~President/Superintendent by either party within five instructional days of the~~
348 ~~appropriate Vice President's decision. The President/Superintendent shall~~
349 ~~transmit his or her final decision to the parties within ten instructional days.~~

350 ~~6. An appeal of the President/Superintendent's decision may be submitted to the~~
351 ~~Board of Trustees by either party within five instructional days of the~~
352 ~~President/Superintendent's decision. The Board of Trustees may review an~~
353 ~~appeal for two consecutive regular Board meetings before making a final~~
354 ~~determination of the matter at the District level.~~

355 ~~7. The President/Superintendent's Board of Trustees may reject a Hearing Committee~~
356 ~~decision only after reviewing a transcription of the involved hearing.~~

357 **Time Limits**

358 Any times specified in these procedures may be shortened or lengthened if there is mutual
359 concurrence by all Parties.
360

361 **STUDENT GRADE GRIEVANCE PROCEDURE**

362 A student of the College may present a grade grievance for a final course grade. The
363 California Education Code, Section 76224, quoted below, states the conditions upon
364 which grades or grading can be questioned.

365 “When grades are given for any courses of instruction taught in a community college
366 district, the grade given to each student shall be determined by the instructor of the course
367 and the determination of the student’s grade by the instructor, in the absence of mistake,
368 fraud, bad faith, or incompetence, shall be final.” “Mistake” may include, but is not limited
369 to, errors made by an instructor in calculating a student’s grade and clerical errors.

370 **Definitions**

371 **Fraud** – Fraud consists of some deceitful practice with intent to deprive another of
372 their right.

373 **Bad Faith** – Intentional design to mislead or deceive another, or neglect or refusal
374 to fulfill some duty or contractual obligation.

375 **Incompetence** – That a person is incapable, inefficient, and without the qualities
376 needed to discharge their obligations and duties.

377 **Mistake** – An unintentional act, omission, or error.

378 **Instructional Day** - Any day Monday through Friday that all normal college
379 business is conducted, both in the classroom and in the administrative offices. All
380 weekend days and college holidays are excluded.

381 **STEP I – INDIVIDUAL ACTION**

382 If a student believes they have valid grounds to challenge a final course grade based on
383 the presence of a mistake, fraud, bad faith, or incompetence, they must first meet with
384 the faculty member to attempt to resolve his or her concern informally. Once grades are
385 available, the student is expected to contact their instructor directly to discuss the dispute.
386 If the instructor is not available or is no longer employed, the student should contact the
387 Division Dean.

388 When challenging a grade, the burden of proof is on the student to provide evidence of
389 mistake, fraud, bad faith, or incompetence.

390 **STEP II – MANAGEMENT ACTION**

391 Note: If a student files a grade grievance that includes an allegation of unlawful
392 discrimination, including harassment or retaliation, the grievance, or portion of the
393 grievance, will immediately be referred to (i) the Diversity/Compliance/Title IX Officer or
394 to the Vice President of Human Resources or designee per AP 3435, "Intake and

395 Processing of the Complaint" or to (ii) the Cerritos College Section 504/ADA Coordinator
396 per AP 3412, for attempted informal resolution or investigation.

397 1. The student will submit the Grade Grievance Form on the Office of Student
398 Conduct and Grievance website within 30 instructional days after the completion
399 of the course about which the grade grievance is filed. Information from the form
400 will be used to create a Grade Grievance Petition, provided to the student during
401 the meeting with the Student Conduct Coordinator. Students may obtain an
402 alternate electronic format of this form by request to the Student Conduct
403 Coordinator or Dean of Student Services. Stated deadline still applies.

404 2. The Student Conduct Coordinator will meet with the student to review this
405 procedure and the Grade Grievance Petition. The student must schedule and
406 meet with the Student Conduct Coordinator within 10 instructional days of
407 submitting the form. If the student wishes to pursue the grievance, the Student
408 Conduct Coordinator will sign and date the Petition and provide to the student. In
409 the absence of the Coordinator, the Dean of Student Services will perform these
410 duties.

411 3. The student will present a copy of the Grade Grievance Petition and all supporting
412 evidence to the applicable Division Dean within 10 instructional days of obtaining
413 the signature of the Student Conduct Coordinator. The Division Dean may
414 schedule a meeting with the student and the faculty if appropriate. The Division
415 Dean shall render a decision, and communicate the decision in writing to all parties
416 within 15 instructional days. The outcome notice must include a summary of the
417 grievance allegations, findings from review of the grievance and supporting
418 evidence, a statement of analysis and determination, and instructions for appeal.

419 STEP III – ADMINISTRATIVE ACTION

420 If either party is dissatisfied with the decision of the Division Dean, he or she may appeal
421 the matter to the Vice President of Academic Affairs or designee within ten instructional
422 days of the Division Dean's recommendation. The Vice President of Academic Affairs or
423 designee shall call a meeting with the student, the ASCC Chief Justice, the Division Dean,
424 and if needed, the faculty member. The Vice President of Academic Affairs or designee
425 shall transmit his or her decision to the parties within ten instructional days. The outcome
426 notice must include a summary of the grievance allegations and prior findings, findings
427 from review of the grievance appeal and supporting evidence, a statement of analysis
428 and determination, and instructions for appeal.

429 STEP IV – BOARD OF TRUSTEES ACTION

430 If either party is dissatisfied with the decision of the Vice President of Academic Affairs or
431 designee, an appeal may be submitted to the Board of Trustees. The appeal must be
432 submitted within ten instructional days of the Vice President of Academic Affairs or
433 designee's decision. The Board may review an appeal for two consecutive regular Board

434 meetings during closed session, and if needed, request persons involved in the grievance
435 to appear before making a final determination of the matter at the District level. Following
436 final determination, the outcome will be recorded in the Board minutes and notice
437 provided to all parties in writing from the Office of the President within ten instructional
438 days. The outcome notice must include a summary of the grievance allegations and prior
439 findings, findings from review of the grievance appeal and supporting evidence, and the
440 statement of final determination.

441 Time Limits – Any times specified in these procedures may be shortened or lengthened
442 if there is mutual concurrence by all parties.

443 Also see AP 4231 titled Grade Changes

444 Office of Primary Responsibility: Vice President, Student Services

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